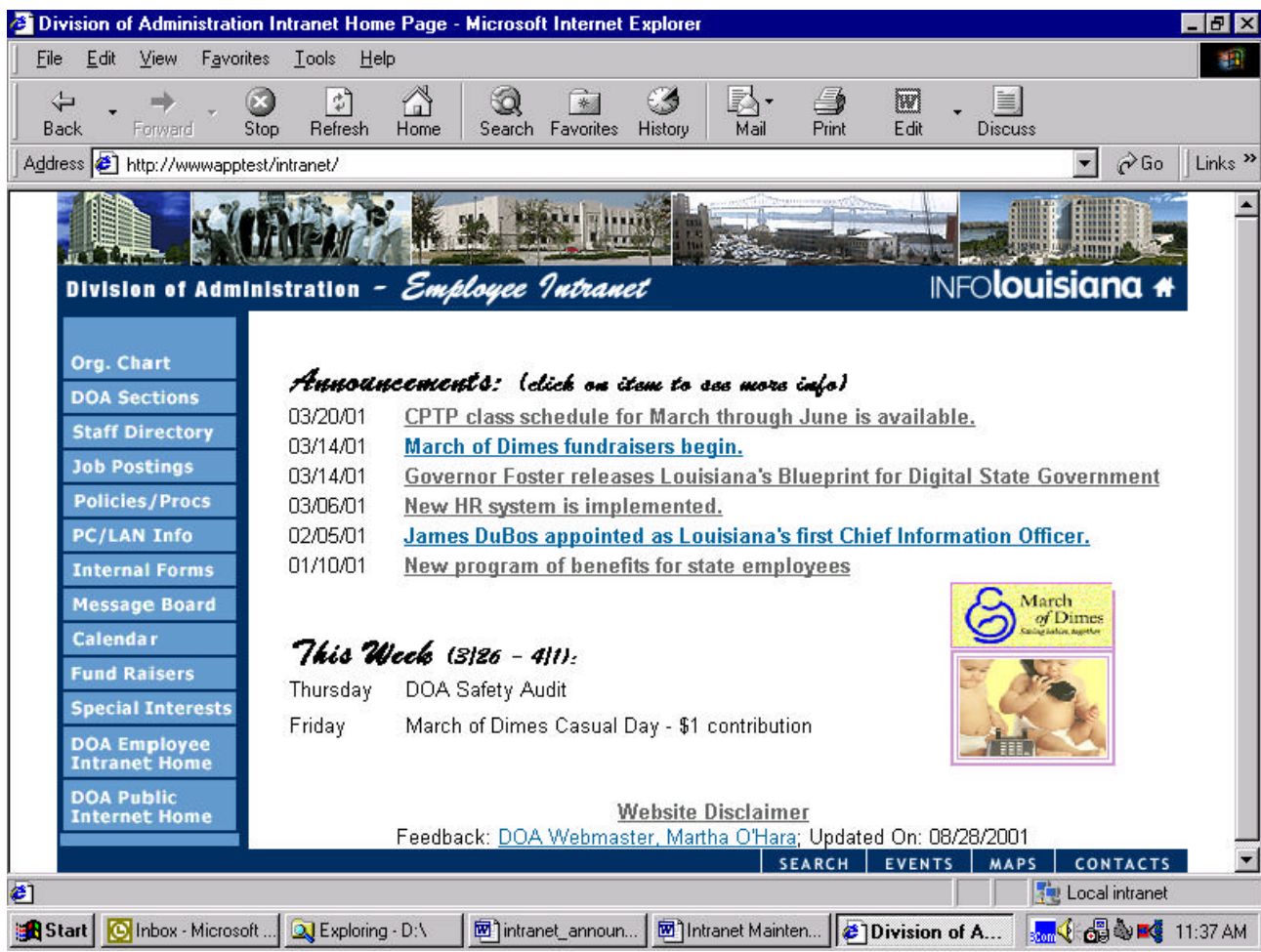


Division of Administration

Intranet Guide



September 1, 2001

Overview

Introduction

The Division of Administration Employee Intranet is implemented as a communications tool for all Division employees. It will contain work-related information of interest to employees across all DOA sections. Certain areas within the site structure will also be available for DOA sections to establish and maintain their own pages for relatively stable items of interest within their own organizations.

Everything on the DOA intranet must be considered public record, but the pages will be protected from access by individuals outside of the Division of Administration. However, to accommodate DOA employees who need access from a remote location (such as those working at a temporary remote site, or at home), the site will be accessible from the public Internet to those who can supply a valid DOA network userid and password at a logon prompt.

It will be incumbent upon the section heads to provide content for all of the common pages on a regular and frequent basis, and to ensure that the content is accurate, complete and timely. All content must adhere to the statements of policy set forth in the DOA Policy #15, "Publication of Information on the DOA Intranet".

Definitions

Intranet:	An intranet is generally considered a network connecting an affiliated set of clients, using standard Internet protocols, especially TCP/IP and HTTP, and common Internet applications. In other words, it is any site based on Internet technology that is placed on private servers or secured areas of servers within an organization.
DOA Intranet:	A secure website maintained on the DOA web server as a communications tool for all Division employees. It may be accessed directly or through links maintained on the DOA public Internet pages, but when accessed from outside the DOA local area network, entry of a valid DOA network userid and the associated password will be required for authentication purposes.
Common Pages:	Any page containing content of general interest or which may be submitted by more than one section of the DOA.
Designated Section Pages:	Areas of the intranet that have been assigned to specific sections for direct maintenance by DOA Management (Appointing Authority, Whit Kling), without requiring submission through the DOA Webmaster, or intranet pages established by a section for its own use. They will be maintained in separate subdirectories, secured for update purposes to individuals at that particular section.
DOA Webmaster:	Designated by the Office of Information Services. Serves as the Administrator, Manager, and Coordinator for the DOA regarding all data published on the common pages of the DOA intranet, and as a reviewer for format and standards compliance for all designated section areas of the intranet.

Security and Access

Requirements

Everything on the Division of Administration intranet must be considered public record, but the pages will be protected from access by individuals outside of the Division. However, to accommodate those DOA employees who need access from a remote location (such as those working at a temporary remote site, or at home), the intranet will be accessible from the public Internet.

In many instances, the placement of information on these secure web pages is either simply a convenience measure for DOA employees in gathering and consolidating internal information in one easily accessible place, or is prompted by a need to keep the Internet pages relevant to the general public and uncluttered with information that is developed strictly for internal DOA use. However, some information, while still officially public record, might be considered more sensitive in nature and require a more controlled manual procedure for dissemination to those outside of the Division. These documents should not be readily available through an open web page.

The following is a breakdown by content area, showing the level of sensitivity.

Content	General Interest Area (general public or DOA only)	Level of Sensitivity (high, med, low, N/A)
DOA Org Chart	general public	N/A
DOA Section List	general public	N/A
DOA Section Contact Info	general public	N/A
DOA Section Websites	Links to Internet sites – general public Links to Section intranet sites – Section only	N/A high – to section level (implement additional security later)
DOA Staff	Links to Internet staff pages – general public Link to DOA Exchange Server – DOA only	N/A low (Exchange server has its own security)
DOA Internal Job Postings	DOA only	low
DOA Policies & Procedures	DOA only	high
DOA Personnel Policies	DOA only	high
PC/LAN Procedures	DOA only	low
PC/LAN FAQ's	DOA only	low
PC/LAN Known Problems	DOA only	low
PC/LAN LAN Handbook	DOA only	low
Internal Forms	DOA only	low – med

Content	General Interest Area (general public or DOA only)	Level of Sensitivity (high, med, low, N/A)
Message Board (listserv list for now)	DOA only	low (for now)
Master Calendar	DOA only	low
Fund Raisers	DOA only	low
Special Interest – GIS pages	general public	N/A
Special Interest – Webmaster pages	general public	N/A

Technical Approach

The DOA intranet will be maintained on an OIS web server, segregated from the InfoLouisiana public Internet structure via NT security and placement in its own subdirectory. It will be accessible directly through entry of the appropriate URL, or through links maintained on the DOA public Internet pages. When accessed from outside the DOA local area network, entry of a valid DOA network userid and the associated password will be required for authentication purposes. HTTPS and Secure Sockets Layer (SSL) will be employed with a digital certificate on the server to ensure that transmission of the DOA LAN ID and password will be encrypted across the public Internet.

Content

The DOA intranet will contain work-related information of interest to employees across all sections. While additional pages will be established to support special interests, a key requirement for such pages will be the need to make consolidated information and resources accessible to individuals across separate sections, or to geographically separated work groups, to enhance employee expertise in these topics and facilitate the performance of their duties.

Certain areas within the intranet structure will also be available for DOA sections to establish and maintain their own intranet pages for items of interest throughout their own organizations that are better suited to structured maintenance and access from a web browser rather than the section's local area network. Typically, the types of information that would be placed on a section's intranet pages would be fairly stable items containing information pertinent to all, or to groups within the organization. Due to the additional work required to establish items within the intranet structure (i.e. migrations, establishment of links to make items accessible from other pages through a user's browser), working papers would more effectively remain on the section's local area network until they are finalized.

The intranet home page will contain information of immediate interest to employees in all sections. Content will consist of events scheduled for the current week, announcements submitted by DOA Section Heads, and possibly a featured item of special interest.

All content must adhere to the statements of policy set forth in the DOA Policy #15, "Publication of Information on the DOA Intranet".

Content Maintenance

Maintenance Approach

Designated Section Pages:

Areas of the intranet that have been assigned to specific sections for maintenance, or intranet pages established by a section for its own use, will be maintained in separate subdirectories, secured for update purposes to a userid established for that particular section. Pages will be maintained in accordance with requirements set for under "Content Maintenance: Technical Specifications" below.

Common Pages:

Due to the varied nature of the content, and the contribution of content to the same page area potentially by all sections, a carefully controlled procedure is necessary to ensure that content is timely, accurate, and relevant.

◆ **Content Maintenance Plan:**

- DOA webmaster will maintain pages.
- Implement procedure for submission of update requests, review and prioritization of requests, and implementation of updates as outlined below.
- Implement procedure for regular independent content reviews as outlined below.

◆ **Technical Specifications:**

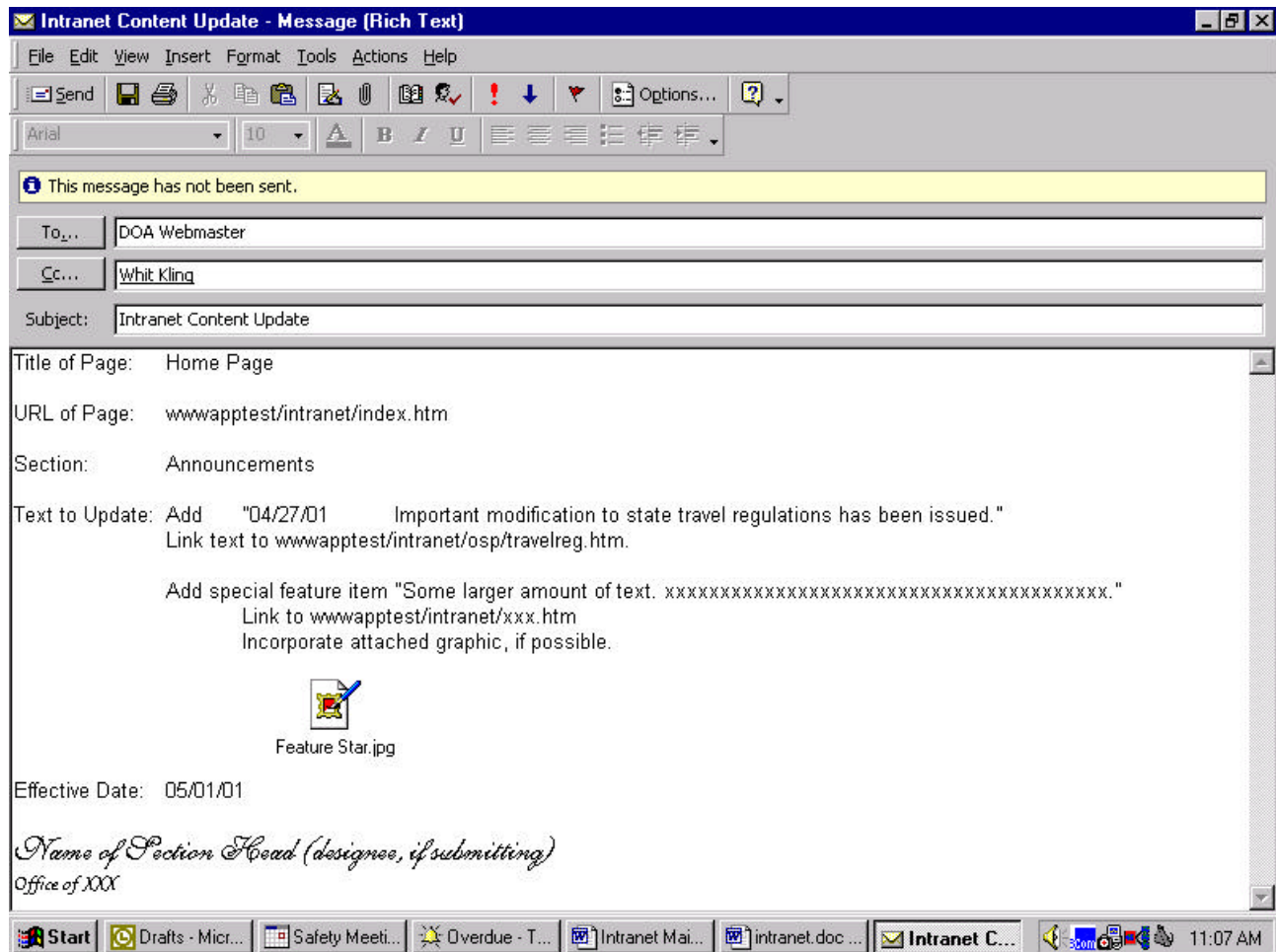
- Page will be maintained as a static HTML Page.
- Format will conform to basic InfoLouisiana requirements, as enhanced for the DOA intranet.

- Content will be maintained using Dreamweaver software.
- Migrations will be performed with Dreamweaver software.
- ◆ **Responsible Parties:**
 - DOA Webmaster (Martha O'Hara or authorized backup) will make authorized updates to common pages.
 - Section webmaster will make updates to pages assigned to specific sections for maintenance.
 - DOA Section Heads or designees will submit updates.
 - DOA Management (Appointing Authority Whit Kling) will review content update requests and disapprove updates if appropriate.
- ◆ **Page Update Responsibility:**
 - List of Common Pages Maintained by DOA Webmaster:
 - Home Page
 - Org Chart
 - Section List
 - Staff Directory (link page)
 - DOA Safety Manual
 - Internal Forms
 - Message Board (listservs - notification groups)
 - Calendar
 - Fund Raisers
 - Special Interests
 - Pages Potentially Maintained by DOA Sections:
 - Section specific intranet pages (in separate section subdirectory) – Section.
 - Section Org Chart maintained in section intranet subdirectory – Section.
 - Section Staff Directory maintained in section intranet or Internet subdirectory - Section.
 - Job Postings – OFSS.
 - DOA Policies – OHR
 - DOA Personnel Policies – OHR
 - PC/LAN Info – OCS PC/LAN.
 - Current Personnel Info – OHR
- ◆ **Catalog of Interim Procedures:**
 - Content Update Submission Procedure.
 - Content Review/Approval Procedure.
 - Content Modification Procedure.

Content Update Submission Procedure

- ◆ Responsible Parties:
 - In order to facilitate timely maintenance of information, authorization for content updates to common pages will be granted to Section Heads, with auditing by DOA Management to take place concurrently with or after update.
 - Authorized designee (see below) may be responsible for submitting content updates.
- ◆ Certification of authority to submit update requests:
 - Section Head will automatically be authorized to submit update requests.
 - Section Head may designate an employee as authorized to submit updates as follows:
 - Designation of authority will be sent to DOA Webmaster, via email, with copy to the DOA Management (Appointing Authority Whit Kling).
 - Information to be included in the authorization email: Name of designee, title of designee, effective date and duration of authorization.
 - Notification email is to be sent to the DOA Webmaster prior to the submission of any updates by the designated individual.
 - Confirmation of the receipt of authorization will be returned via email by the DOA Webmaster, with copy to DOA Management.
- ◆ Detailed Procedure:
 - Section Head or designee will send content update request via email to DOA Webmaster , copying DOA Management, with the following information (see Figure 1):
 - Title of page to be updated.
 - URL of page to be updated.
 - Section of page to be updated
 - Text of new or revised content – specify which content is to be replaced or deleted as well.
 - Effective date.
 - Issue Resolution:
 - If DOA Webmaster receives conflicting requests from different Section Heads, the conflicting requests will be held, with no changes applied, and DOA Webmaster will send an issue resolution email to DOA Management requesting instructions.
 - DOA Management will respond to DOA Webmaster issue resolution email as soon as possible, copying all Section Heads involved in the issue.
 - DOA Webmaster will apply changes as instructed by DOA Management.

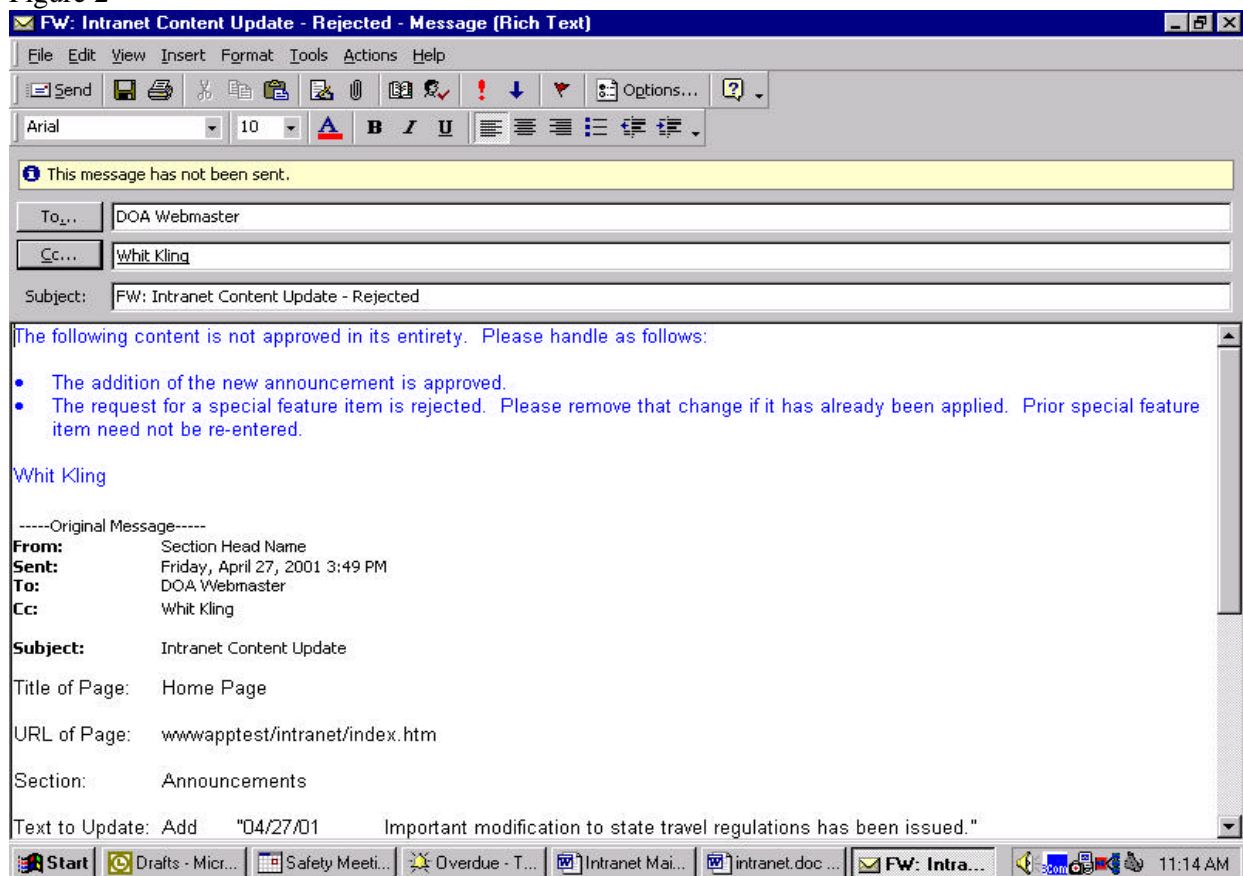
Figure 1



Content Review/Approval Procedure

- ◆ Responsible Parties:
 - Section Heads will be responsible for submitting content updates to DOA Webmaster, with copies to DOA Management (Appointing Authority Whit Kling) for concurrent/post implementation review.
 - Authorized designee may be responsible for submitting content updates.
 - DOA Management (Appointing Authority Whit Kling) will be responsible for reviewing content update requests and notifying the DOA Webmaster and the submitting Section Head if content is not appropriate and must be removed. Lack of notification to that effect will imply approval.
 - DOA Webmaster will be responsible for removing or revising content per notification by DOA Management.
- ◆ Detailed Procedure:
 - Review/Rejection Initiated by DOA Management:
 - Section Head or designee will send content update request via email to DOA Webmaster , copying DOA Management (Appointing Authority Whit Kling).
 - DOA Management will review content update request email as soon as possible.
 - If content is not deemed appropriate, DOA Management will forward the requesting email from the Section Head as a rejection to the DOA Webmaster, copying the Section Head, with comments concerning disposition (see Figure 2).
 - Upon receipt of rejection email from DOA Management, DOA Webmaster will make the appropriate changes as directed.

Figure 2



- Issue Initiated by DOA Webmaster:
 - If DOA Webmaster receives conflicting requests from different Section Heads, the conflicting requests will be held, with no changes applied, and DOA Webmaster will send an issue resolution email to DOA Management requesting instructions.
 - DOA Management will respond to DOA Webmaster issue resolution email as soon as possible, copying all Section Heads involved in the issue, and instructing the DOA Webmaster on resolution.
 - DOA Webmaster will apply changes as instructed by DOA Management and issue all appropriate notifications when complete.

Content Modification Procedure

- ◆ Responsible Parties:
 - DOA Webmaster will be responsible for applying content modifications to intranet pages.
 - Authorized OIS designee may be responsible for applying content updates under the direction of the DOA Webmaster or in her absence.
 - DOA Webmaster or designee will be responsible for notifying requestor when updates have been applied.
 - DOA Webmaster or designee will be responsible for notifying Section Heads and DOA Section Webmasters, at the request of the submitting section or DOA Management, or at her own discretion if deemed advisable, of any updates to the DOA intranet.
- ◆ Detailed Procedure:
 - DOA Webmaster or designee will receive requesting email from Section Head or designee.
 - In the absence of a rejection email from DOA Management, the DOA Webmaster or designee will make changes as requested.
 - If a rejection email is received from DOA Management, the DOA Webmaster or designee will make revisions as instructed and follow procedures as outlined in the Content Review/Approval Procedure.
 - DOA Webmaster or designee will notify requestor and/or other DOA Section Heads and Section Webmasters, if appropriate, of updates applied to DOA intranet pages.
 - DOA Webmaster or designee will file all communications related to updates, along with a print of the resulting page(s).